

Non-Profit Health Care Org Elevates to Higher Successes as Citrix Priority Partner

Baptist Health finally gets the integrated partnership it needed to increase efficiency – saving them millions of dollars in reduced downtime each year

No one likes calling customer service. Between the 10 different phone numbers, long wait times, automated voicemails, and telling the same problem to several people, it's a daunting task for anyone.

Baptist Health is the largest health care provider in northeast Florida, and they had been doing well on a fully integrated Citrix solution. They operate five nationally accredited hospitals and over 200 other facilities. As expansion was expected to continue, regular customer service simply couldn't get the job done anymore.

"It always took extra time to get the appropriate resources engaged when we were to call in for an issue," said Ryan Mahon, Systems Engineering Team Lead. They need dedicated support that could keep up with their growth and plans for the future.

Searching for a true partnership that could meet their needs, Baptist Health turned to Citrix Priority for an individualized service team equipped with their specialized information. Now, the organization has a Citrix CSS Priority Team that is fully engaged in supporting their environment as well as their broader, long-term objectives.

"They could see where they could fit in and where Baptist could take more advantage of the services that we already had with Citrix."

—Ryan Mahon, Systems Engineering Team Lead for Baptist Health

A Citrix Priority Partnership Focuses on More than Technology

Now ranked as the “most preferred” health care provider in the Jacksonville area, Baptist Health needed technology solutions that matched the maturity of their goals. Without the right support, reaching their targets with high efficiency became an uphill battle.

When Baptist Health joined Citrix CSS Priority, they gained a partnership that focuses on shared intent. Mahon describes how he witnessed the Priority Team “taking the time to actually know every aspect of our environment,” and then ask “What plans do we have for the future and how can Citrix help for us to meet those goals?”

The Priority Team focuses on fully integrating with their organizations. This connection is how they develop solutions that contribute toward all components of success for their customers.

“With Priority ... You Can Jump Right into the Issue”

Says Mahon of how much their process has changed with Citrix Priority. His team was frustrated with the time-consuming hassle that getting support had previously been.

The Priority Team already knows Baptist Health’s unique information and environment, so they can quickly and effectively solve problems as they arise. Having one familiar point of contact reduces downtime, so they don’t have to wait for service. This improved efficiency saves time, which increases revenue and productivity for the organization.

Priority CSS Proactively Maneuvers for Success

Collaboration fosters innovative problem-solving. Baptist Health needed a partner that would continuously research new ways to meet their objectives and overcome obstacles.

Citrix CSS Priority conducts success planning and a quarterly business review to discover opportunities for improvement and find pain points before they become issues. This approach “allows us to anticipate any expansion of needs,” says Mahon.

The Solution

- Citrix Priority is specialized, immediate support that offers uniquely tailored solutions
- Citrix Priority successfully filled the need for true partnership and effective collaboration
- Citrix Priority took a team burned out from poor, slow service and amplified their efficiency



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Baptist Health is now equipped with a partnership that will continue to elevate their potential. “A lot of growth and more growth still to come,” says Mahon of their present and future with Citrix Priority.